

**CLASS TITLE:       CUSTOMER SERVICE REPRESENTATIVE I  
(DMV)**

**Class Code: 02458200**

**Pay Grade: 15**

**EO Code: F**

**CLASS DEFINITION:**

**GENERAL STATEMENT OF DUTIES:** In the main office or a branch office of the Registry of Motor Vehicles, to be responsible for reviewing and processing applications for motor vehicle registrations, renewals using a computerized automobile registration system; to receive taxes, fees and other monies pertaining to motor vehicle transaction, and to maintain simple records thereof; to deal with the public on an on-going basis; and to do related work as required.

**SUPERVISION RECEIVED:** Works under the general supervision of a superior in accordance with clearly defined policies and procedures; work is subject to review upon completion.

**SUPERVISION EXERCISED:** On occasion, may supervise clerical or other personnel assigned to assist.

**ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:**

In the main office or a branch office of the Registry of Motor Vehicles, to be responsible for reviewing and processing applications for motor vehicle registrations, renewals or transfers by use of a computerized automobile registration system.

To receive taxes, fees and other monies pertaining to motor vehicle transactions and to maintain simple records thereof.

To deal with the public on an on-going basis; and to do related work as required.

To review and approve submitted forms for the approval of motor vehicle operator licenses and to collect appropriate fees.

To be responsible for registering the public to vote in accordance with the Federal Motor Voter Law.

To check and verify compliance with the required certificate of title law for all new vehicles and to record and change fees for same.

To issue registration plates or tags for motor vehicles.

To collect payment of the sales tax and/or fees for the appropriate document being processed and to officially validate and issue same.

To be responsible on a regular basis for sorting and counting currency, coins and checks and to be accountable for totaling all taxes, fees and other monies received.

As required, to assist in other registry functions by serving at an information booth, researching and verifying information, operating an eye test machine, operating an I.D. photo camera, and the like.

To do related work as required.

**REQUIRED QUALIFICATIONS FOR APPOINTMENT:**

**KNOWLEDGE, SKILLS AND CAPACITIES:** A working knowledge of the guidelines by which the motor vehicle statutes are applied towards the registration of motor vehicles and licensing of motor vehicle operators; the ability to apply such guidelines in the context of a computerized automobile registration system involving the operation of a direct entry computer terminal; a working knowledge of the procedures and practices applicable to the receipt of monies; the ability to deal courteously with the public; the ability to perform simple mathematical calculations; the ability to operate routine office machines; and related capacities and abilities.

## **EDUCATION AND EXPERIENCE:**

Education: Such as may have been gained through: graduation from a senior high school; and

Experience: Such as may have been gained through: employment in a clerical or related position involving the exercise of independent judgment in the processing of various transactions.

Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

Class Revised: December 29, 2002

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